

EMOTIONAL INTELLIGENCE, SELF-EFFICACY, ENGLISH LANGUAGE
PROFICIENCY AND CROSS CULTURAL ADJUSTMENT AMONG CHINA
SELF-INITIATED EXPATRIATES IN MALAYSIA

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“To the glory of Allah and my Parent”

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ABSTRACT

Cross-cultural adjustment (CCA) is a vital part of expatriate accomplishments, it is a kind of adjustment that can be improved by exposing the expatriates to the facts and understanding of norms that is suitable for behaviors that are exhibited in a foreign country by means of cross-cultural adjustment. This research aims to ease interactions between China Self-Initiated Expatriates (SIEs) and national hosts via Emotional Intelligence, Self-efficacy and English language proficiency, thus offering expatriates a vision into the host country's culture to enhance their understanding of the new environment. Social Cognitive theory suggest that individuals form and display certain behavioral patterns which are categorized into three; personal factors, behavioral factor, and environmental. This current research uses the sample size of 87 SIEs respondents from China mainland which are selected via systematic random sampling. The questionnaire used in this research was a combination of constructed questions and adapted questions from previous studies. The three variables which are Emotional Intelligence, Self-efficacy and English language proficiency, and CCA was analyzed with Pearson correlation and multiple regressions with Statistical Package for Social Science (SPSS). The result was presented in a descriptive and inferential manner. It exhibited that China SIEs in Malaysia were able to adjust well in Malaysia due to good Emotional Intelligence, Self-Efficacy and proficiency in English language. The findings also suggests that Self-Efficacy and Emotional Intelligence contributed significantly to CCA by the China SIEs while English language proficiency was found not to contribute drastically to enhance China expatriates' adjustment in Malaysia. It is recommended for future research to incorporate bigger sample size to further increase the accuracy of the research.

ABSTRAK

Pelarasan silang budaya (CCA) penting sebagai matlamat ekspatriat, ia adalah satu jenis penyesuaian yang boleh dicapai dengan mendedahkan para ekspatriat tentang keadaan dan memahami norma-norma yang bersesuaian untuk tingkah laku yang dipamerkan di luar negara dengan cara pelarasan silang budaya. Kajian ini bertujuan untuk membantu interaksi antara ekspatriat China-(SIEs) dan negara tuan rumah berasaskan kecerdasan emosi, efikasi diri sendiri dan penguasaan bahasa Inggeris. Ia menawarkan visi kepada ekspatriat ke dalam budaya negara tuan rumah untuk meningkatkan pemahaman terhadap persekitaran yang baru. Teori kognitif sosial dikemukakan mengandungi tingkah laku individu boleh dikategorikan kepada tiga; faktor peribadi, faktor tingkah laku, dan persekitaran. Responden kajian ialah sebanyak 87 dari tanah besar China yang dipilih melalui persampelan secara rawak dan sistematik. Soal selidik yang digunakan dalam kajian ini adalah berbentuk gabungan soalan yang ubah suai dan diadaptasi daripada kajian lepas. Tiga pembolehubah iaitu kecerdasan emosi, efikasi diri dan penguasaan bahasa Inggeris, dan pelarasan silang budaya (CCA) telah dianalisa dengan menggunakan korelasi Pearson dan regresi dari Pakej Statistik Untuk Sains Sosial (SPSS). Keputusan kajian ditunjukkan secara deskriptif dan inferensi. Ia menunjukkan bahawa SIEs China di Malaysia mampu menyesuaikan diri dengan baik di Malaysia kerana kecerdasan emosi yang baik, efikasi diri sendiri yang tinggi dan kecekapan dalam bahasa Inggeris. Keputusan kajian juga menunjukkan bahawa efikasi diri dan kecerdasan emosi adalah penyumbang dengan ketara kepada CCA oleh SIEs China manakala penguasaan bahasa Inggeris didapati tidak menyumbang untuk meningkatkan penyesuaian ekspatriat China di Malaysia. Penambahan jumlah sampel kajian yang lebih besar untuk penyelidikan pada masa depan adalah disyorkan untuk meningkatkan lagi ketepatan penyelidikan ini.